

# HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



## Getting Started

### Aligning SMART goals with city and department

Goals address every aspect of organizational endeavor. The city or department sets strategic goals related to service delivery and becoming more competent at what we do, whether that is providing public service, cost control, productivity, or other measures.

Operational functions also seek improvement through goals that may address efficiency, expanding capability, increased service support, etc.

Team goals carve out each team's expected contributions to the larger business unit and functional goals, and individual goals further refine the work and make the all-important connection between the individual and the organization.

The goal cascade demonstrates to each individual employee what role he or she plays in achieving the city's strategic goals, as illustrated in the example below.

Business Level	Aligned Goals/Objectives
Mayor's Initiative/Goal	Increase collections to \$10MM in incremental revenues by end of FY13
Department Goal	Increase General Fund revenues to \$6.2MM in FY13
Division Goal	Implement data warehousing for IT reporting on revenues by 1/1/13
Team Goal	Implement vendor management program by 6/30/12
Employee Goal	Create spreadsheet to catalog all vendor transactions to monitor collection activity by 7/15/12



### Homework

Refresh yourself on the Mayor's goals at [www.houstontx.gov/fiscalresp](http://www.houstontx.gov/fiscalresp) and your department goals. Review the SMART goals that you are currently working on revising and see how you can align them upward.

## Timeline and Upcoming Events



### Performance Impact goes offline in one week

If you want a copy of any employee evaluations that you completed in PI, be sure to log on and download them before January 31.

To access PI, visit [cohepe.cityofhouston.net](http://cohepe.cityofhouston.net).

For download instructions, visit [houstontx.gov/hr/hear.html](http://houstontx.gov/hr/hear.html).